

Application No. 10/091,651  
Attorney Docket No. 75851-313560

**Amendments to the Claims:**

This listing of claims will replace all prior versions, and listings, of claims in the application:

**Listing of Claims:**

1. (Withdrawn) A network of conversation control systems, the network comprising:  
at least a first and a second conversation control systems; and  
a central control, wherein the central control is communicably coupled to the first and the second conversation control systems.
2. (Previously Presented) The network of claim 24, the network further comprising:  
an initiator, wherein the initiator is communicably coupled to the central control.
3. (Original) The network of claim 2, wherein the initiator is a predictive dialer.
4. (Previously Presented) The network of claim 24, wherein the central control comprises a set of components, and wherein the set of components is copied to both the first conversation control system and the second conversation control system under direction of the central control.
5. (Withdrawn) A method for providing information to one or more recipients, the method comprising:  
providing a first conversation control system;  
providing a second conversation control system;  
providing an initiator;  
communicating with the initiator, wherein a recipient is contacted and selecting one of the first conversation control system or the second conversation control system to interact with the recipient; and  
communicating with the recipient via the selected conversation control system.
6. (Previously Presented) The method of claim 25, wherein the initiator is a predictive dialer.

Application No. 10/091,651  
Attorney Docket No. 75851-313560

7. (Previously Presented) The method of claim 25, the method further comprising:
- maintaining components for use by the first and second conversation control systems on a central control; and
  - updating both the first and second conversation control systems with the components.
8. (Original) The method of claim 7, the method further comprising:
- determining if a component on the first conversation control system is less recent than a component on the central control.
9. (Previously Presented) The method of claim 25, wherein the conversation control system comprises:
- a computer associated with a database, wherein the database comprises one or more audio files;
  - a speaker, and
  - a input device.
10. (Original) The method of claim 9, wherein communicating with the recipient comprises:
- receiving a first audio signal from the recipient; and outputting the first audio signal via the speaker to a user.
11. (Original) The method of claim 10, the method further comprising:
- receiving a selection from the user at the input device of the first conversation control system, wherein the selection designates an audio file; and
  - converting the audio file to a second audio signal; and outputting the second audio signal to the recipient.
12. (Currently Amended) A method for controlling a network of conversation control systems, the method comprising:
- initiating contact with a human recipient via an initiator;

Application No. 10/091,651  
Attorney Docket No. 75851-313560

selecting a conversation control system, wherein the conversation control system is accessible to a human operator;

routing information received from the human recipient to the conversation control system;

outputting the information received from the human recipient in the form of an audio communication via an output device of the conversation control system to the human operator;

receiving an indication from the human operator of a preformed script item to respond to the information received from the human recipient; and

presenting the script item to the human recipient.

13. (Original) The method of claim 12, the method further comprising receiving an indication of a script, wherein the script item is associated with a step of the script.

14. (Currently Amended) The method of claim 13, the method further comprising: receiving an indication of a presentation, wherein the presentation controls the form that the script item is presented to the recipient, and wherein the presentation is a logical combination of script items.

15. (Original) The method of claim 14, wherein the indicated presentation is a voice presentation.

16. (Original) The method of claim 15, wherein the voice presentation is a particular person's voice.

17. (Original) The method of claim 16, wherein the person's voice is pre-recorded.

18. (Original) The method of claim 14, wherein the indicated presentation is the recipient's language.

19. (Original) The method of claim 18, wherein the recipient's language is not the user's language.

20. (Original) The method of claim 12, wherein the initiator is a predictive dialer.

Application No. 10/091,651  
Attorney Docket No. 75851-313560

21. (Original) The method of claim 12, wherein selecting the conversation control system is done by determining which of a plurality of conversation control systems is currently not in use.

22. (Original) The method of claim 12, wherein selecting the conversation control system is done by determining which of a plurality of conversation control systems is about to terminate use.

23. (Original) The method of claim 12, the method further comprising:  
providing a central control, wherein selection of the conversation control system is effectuated by the central control via a computer network.

24. (Currently Amended) A network of conversation control systems, the network comprising:

a first conversation control system, wherein the first conversation control system includes a plurality of script items formed in a presentation, wherein the first conversation control system is accessible to a first human operator, wherein the first conversation control system is operable to receive input from the first human operator, wherein the input from the first human operator selects one of the plurality of script items, and wherein the first conversation control system is operable to perform the selected one of the plurality of script items to a first human recipient;

a second conversation control system, wherein the second conversation control system includes the plurality of ~~scrip~~ script items formed in the presentation, wherein the second conversation control system is accessible to a second human operator, wherein the second conversation control system is operable to receive input from the second human operator, wherein the input from the second human operator selects one of the plurality of script items, and wherein the second conversation control system is operable to perform the selected one of the plurality of script items to a second human recipient; and

a central control, wherein the central control is communicably coupled to the first and the second conversation control systems.

25. (Currently Amended) ~~A method~~ A method for providing information to one or more recipients, the method comprising:

Application No. 10/091,651  
Attorney Docket No. 75851-313560

providing a first conversation control system, wherein the first conversation control system includes a computer readable medium associated with the first conversation control system, and wherein the computer readable medium associated with the first conversation control system includes a plurality of preformed script items;

providing a second conversation control system, wherein the second conversation control system includes a computer readable medium associated with the second conversation control system, and wherein the computer readable medium associated with the second conversation control system includes the plurality of preformed script items;

providing an initiator;

communicating with the initiator, wherein a human recipient is contacted;

selecting one of the first conversation control system or the second conversation control system to interact with the human recipient; ~~and~~

receiving an indication of one of the plurality of preformed script items from a human operator associated with the selected conversation control system; and

communicating with the recipient via the selected conversation control system.